

FRANKLIN COUNTY
DEPARTMENT OF JOB AND FAMILY SERVICES
80 East Fulton Street
Columbus, Ohio 43215

JOB ANNOUNCEMENT

Continuous Posting

CLASSIFICATION: Job Opportunities Counselor/Case Manager
(Bargaining Unit)

P.C.N.: Training Unit

LOCATION: North, West and South Opportunity Center

P.R.: O11

RESPONSIBILITIES: Interviews customers to assess potential employability. Develops a cooperative plan of action to achieve and maintain self-sufficiency. Act as an employment advocate in the development of an employability plan and provides linkage with prospective employers. Conducts interactive interviews to determine eligibility for various agency programs, (e.g.: financial assistance, food stamps, JOBS, LEAP, etc.). Provides information regarding the laws and regulations governing assistance and service programs, customer rights and responsibilities. Makes necessary case changes and determines continuing eligibility. Establishes time frames for meeting incremental and self-sufficiency goals, identifies barriers, develops viable strategies, identifies and selects services to address needs.

Assists in assignment of JOBS, orientation, job placement, understanding and utilizing services, and in completing assigned participation requirements. Refers for vocational testing and assessment. Authorizes case assistance, food stamps, work allowances, LEAP bonuses, and JOBS special allowances. Assists in making child care arrangements and authorize childcare placements and transportation services. Process affidavits for replacement of benefits, secures verification, makes case and benefit adjustments. Prepares social summaries and medical packets.

Investigates case discrepancies, food stamps, and medical services. Acts as agency representative at state hearings and prepares an appeal summary. Determines if service plan was appropriate and/or effective for the individual. Monitors all job participation requirements and implements sanctions as needed. Investigate complaints and provides information. Attends and conducts case conferences in the evaluation of customer progress.

Gathers statistical information regarding activities on cases. Investigates service delivery problems and makes recommendations for appropriate adjustments. Follow up and make adjustments on various case inquiries, case alerts, match listings or special reviews. Maintains contact logs and documents case files substantiating case.

QUALIFICATIONS: Successful completion of coursework equivalent to an associates degree in human services or a related field (e.g. social work, anthropology, gerontology, public relations, psychology, communications, counseling, occupational and career development, etc.) or, if bargaining unit employee, employed by FCDHS on/by January 31, 1991, (including probationary). Ability to calculate fractions, decimals and percentages and to read and write common vocabulary plus; 1 course in employment counseling (or 1 month experience); 1 course in interviewing (or 1 month experience); 1 course in tests and measurements (or 1 month experience); 1 course in educational and vocational trends (or 1 month experience); or equivalent.

SCREENING CRITERIA:

Experience interviewing.

Determining initial and ongoing eligibility.

Knowledge of Public Assistance Law and Policy, Food stamps, and Ohio Works First/JOBS.

OWF assessment and assignment.

Knowledge of community organization and services.

Knowledge of employment and training practices.

Knowledge of budgeting, public relations.

STARTING SALARY: \$14.15 per hour. 180 day probationary period.

If interested, please send application/resume' to the Franklin County Human Resources Department at 373 South High Street, 25th Floor, Columbus, Ohio 43215

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